



# working for everyone

[www.workingforeveryone.com](http://www.workingforeveryone.com)

## Jobactive Staff Guide | Using the Working It Out tool

### About this guide

The *Working It Out* online tool has been designed to guide both job seekers and the *jobactive* staff who support them during a job search. Use this tool to guide your conversations with mature age job seekers during consultations, or suggest that a jobseeker use the tool themselves in their own time.

### GET READY

Help job seekers to feel supported and in control

- Validate any emotions they might be feeling
- Discuss their background, concerns, interests and goals
- Discuss expectations and clearly explain the job search process and what will be required from them
- Provide tools to build resilience and set goals (work and personal)
- Refer them to appropriate services and resources
- Recognise that it's not your role to be a counsellor. Know when to refer the jobseeker to professional support.

Resources | [Staying positive during your job search](#), [Managing job seekers' complex issues and concerns cheat sheet](#)

### GET PREPARED

Help job seekers identify the type of work they would like to pursue

- Discuss the five different types of transitions (same job/same industry, different job/same industry, same job/different industry, different job/different industry which includes re-entering the

workforce, self-employment)

- Help a job seeker identify their transferable skills
- Help them understand the labour market
- Provide them with tools to find options based on their background and interest, and to explore upskilling if required

#### Resources

- [Knowing your skills guide](#)
- [Jobs for people with high school to Certificate III training Fact Sheet](#)
- [Diversity-Friendly Employer: Organisations that hire employees from all backgrounds](#)
- Australian Labour Market Guide
- [Information about job types and industries fact sheet](#)
- [Australian Jobs 2017](#)
- [Australian Jobs Occupation Matrix](#)

## GO

Help job seekers to take action and find work

- Help a job seeker to develop a resume (see samples and templates in our [How-to guides](#))
- Explore the online job market, how to find and apply for jobs online and how to work with recruitment agencies
- Discuss how to find jobs that are not advertised, including how to build a personal network and approach companies directly
- Conduct a practice interview to help them prepare
- Revisit the [Staying positive during your job search](#) steps when needed to manage any setbacks
- Build computer skills and confidence

#### Resources:

- [Getting support for a disability or a mental illness guide](#)
- [Getting English language](#)
- [Working with employment agencies and recruiters guide](#)
- [Using a computer for](#)

<p><b>support guide</b></p> <ul style="list-style-type: none"> <li>• <b>Writing a basic resume guide</b></li> <li>• <b>Setting up a small business guide</b></li> <li>• <b>Write a resume to change careers guide</b></li> <li>• <b>Applying for advertised jobs guide</b></li> <li>• <b>Finding jobs that are not advertised guide</b></li> <li>• <b>Preparing for a job interview guide</b></li> </ul>	<p><b>your job search guide</b></p> <ul style="list-style-type: none"> <li>• <b>Using the internet to find a job guide</b></li> <li>• <b>Using email for your job search guide</b></li> <li>• <b>Using job search websites guide</b></li> <li>• <b>Managing documents for your job search guide</b></li> <li>• <b>Jobactive Staff Guide   Marketing job seekers to employers</b></li> </ul>
--	---

**Find how-to guides, fact sheets and other information on our resources page**

[www.workingforeveryone.com/resources](http://www.workingforeveryone.com/resources)

## QUICK REFERENCE TO PRACTICAL TOOLS

TOOL	LOCATION
Resilience and mindset tools	<i>How-to Guide:</i> <b>Staying positive during your job search</b>
Planning and goal setting tools	<i>How-to Guide:</i> <b>Staying positive during your job search &amp; Using the Working It Out tool</b>

<p>Skills checklist</p>	<p><i>How-to Guide:</i> <b>Knowing your skills</b></p>
<p>Work option identification tools</p>	<p>Step 5 of the <i>How-to Guide:</i> <b>Exploring the Australian job market</b></p> <p><b>Jobs for people with high school to Certificate III training Fact Sheet</b></p> <p><b>Australian Jobs Occupation Matrix</b></p> <p><b>Australian Jobs 2017</b></p> <p><b><u><a href="#">JobOutlook website</a></u></b></p> <p><b>Information about job types and industries fact sheet</b></p>
<p>Resume samples and templates</p>	<p><i>How-to Guide:</i> <b>Writing a basic resume</b></p> <p><i>How-to Guide:</i> <b>Writing a resume to change careers</b></p>
<p>Sample application letter &amp; response to key selection criteria Phone enquiry scripts</p>	<p><i>How-to Guide:</i> <b>Applying for advertised jobs</b></p>
<p>Networking and marketing scripts and sample letters</p>	<p><i>How-to Guide:</i> <b>Finding jobs that are not advertised</b></p>
<p>Sample interview questions</p>	<p><i>How-to Guide:</i> <b>Preparing for a job interview</b></p>

<p>Scripts to approach recruiters</p>	<p><i>How-to Guide:</i> <b>Working with employment agencies and recruiters</b></p>
<p>Computer job search tools</p> <ul style="list-style-type: none"><li>● Use the computer for the first time</li><li>● Use the internet to search for a job</li><li>● Use email when searching for a job</li><li>● Create, save and upload documents</li><li>● Use social media when searching for a job</li></ul>	<p><i>How-to Guide:</i> <b>Using a computer for your job search</b></p> <p><i>How-to Guide:</i> <b>Using the internet to find a job</b></p> <p><i>How-to Guide:</i> <b>Using email for your job search</b></p> <p><i>How-to Guide:</i> <b>Using job search websites</b></p> <p><i>How-to Guide:</i> <b>Managing documents for your job search</b></p> <p><i>How-to Guide:</i> <b>Using social media for your job search</b></p>
<p>Reverse marketing scripts and tips</p>	<p><i>How-to Guide:</i> <b>Marketing job seekers to employers</b></p>
<p>How to manage complex issues and concerns</p>	<p><i>Job Active Staff:</i> <b>Managing job seekers' complex issues and concerns</b></p>

Produced November 2017